



## COMMONWEALTH OF MASSACHUSETTS DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

D.T.C. 16-4

August 31, 2017

Petition of Charter Communications to establish and adjust the basic service tier programming, equipment, and installation rates for the communities in Massachusetts served by Charter Communications that are subject to rate regulation.

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### **RECORD REQUESTS OF THE DEPARTMENT OF TELECOMMUNICATIONS AND CABLE TO CHARTER COMMUNICATIONS**

Pursuant to 801 C.M.R. § 1.01(8)(g), the Department of Telecommunications and Cable ("Department") submits to Charter Communications ("Charter") the following record requests:

#### Instructions

1. Each request should be answered in writing on a separate page with a recitation of the request, a reference to the request number, the docket number of the case, and the name of the person responsible for the answer.
2. Do not wait for all answers to be completed before supplying answers. Provide the answers as they are completed.
3. These requests shall be deemed continuing so as to require supplemental responses if Charter or its witness receives or generates additional information within the scope of these requests between the time of the original response and the close of the record in this proceeding.

4. The term "provide complete and detailed documentation" means:

Provide all data, assumptions, and calculations relied upon. Provide the source of and basis for all data and assumptions employed. Include all studies, reports, and planning documents from which data, estimates, or assumptions were drawn and support for how the data or assumptions were used in developing the projections or estimates. Provide and explain all supporting work-papers, including any live Microsoft Excel, or similar, spreadsheets.

5. The term "document" is used in its broadest sense and includes, without limitation, writings, drawings, graphs, charts, photographs, phono-records, microfilm, microfiche, computer printouts, correspondence, press releases, handwritten and/or typed notes, records, reports, bills, checks, articles from journals and/or other sources, emails, SMS

text messages, blog postings, RSS feeds, web pages, social media postings such as Facebook and Twitter, and/or other data compilations from which information can be obtained and all copies of such documents that bear notations or other markings that differentiate such copies from the original.

6. If any one of these requests is ambiguous, notify the Department so that the request may be clarified prior to the preparation of a written response.
7. File an original and three copies of the responses with Sara Clark, Secretary of the Department, not later than the close of business on **September 8, 2017**.

#### Requests

- D.T.C. 1-1 Given Charter's change of methodology for calculating franchise-related costs in the middle of license terms, please provide two representative examples of Charter's accounting of franchise-related-cost payments made early in such a license term, prior to the methodological change.
- D.T.C. 1-2 Please provide a current Permitted Rates Worksheet (i.e., an updated Exhibit 35, which is Charter's "Updated Current and February 1, 2017 Permitted Rates Worksheet," filed on November 14, 2016).
- D.T.C. 1-3 A) State the programming costs Charter charges to its subscribers for Capital News 9.
- B) State whether Charter has added Capital News 9 to a channel lineup in any Legacy Charter communities, and whether Charter has any plans to add Capital News 9 to a channel lineup in any such communities.
- D.T.C. 1-4 Please provide a Rate Card that Charter currently makes available to existing and potential customers in a regulated Massachusetts community, which identifies the basic-service-tier programming packages and equipment Charter offers and the costs of those packages and equipment.
- D.T.C. 1-5 Please explain in detail what Charter's "Secure Connection" fee covers, including but not limited to: the specific measures Charter takes to secure the connection between its system and subscribers' equipment; why such measures are necessary in the context of, specifically, Charter's system and equipment; when Charter implemented these measures; and what costs, specifically, the fee covers.
- D.T.C. 1-6 State the programming costs Charter charges to its subscribers for Spectrum Reach.
- D.T.C. 1-7 Do Charter's basic-service-tier subscribers receive Charter's Interactive Services (i.e., Interactive Guide Service or Navigator) and Secure Connection even if they are not charged for such services?

D.T.C. 1-8      Please provide a sample customer bill, including rates, for both a basic-service-tier subscriber in a regulated community and a non-basic-only subscriber in a regulated community.